

CIT-SPONSORED GROUPS

Biomedical Researchers Mac Users Group (BRMUG)

BRMUG supports NIH Macintosh users. Meetings are held the 4th Tuesday of every month at 3:00 pm in Lipsett Amphitheater.

Database Technology Group (DBTG)

Monthly DBTG meetings provide a forum for exchange of information about client/server databases. Vendor or NIH developer discussions are followed by a user forum.

Knowledge Management Interest Group (KMIG)

The KMIG was established to foster, communication, build collaborative relationships, and create a common forum for staff involved in Knowledge Management. The group is open to anyone at NIH working in (or interested in) knowledge management

Molecular Modeling Interest Group (MMIG)

A virtual molecular modeling network available to MMIG members. The group sponsors monthly seminars covering various topics with an emphasis on the use of software and methodologies.

Technical LAN Coordinators (TLCs)

TLCs serve as the CIT contact point for requests, questions, and problems about NIHnet. The TLC-L LISTSERV keeps TLCs abreast of announcements and important NIHnet and networking information.

World Wide Web Interest Group (WIG)

Open to all staff, topics deal with effective use of the World Wide Web in support of NIH functions. Meetings are held the second Tuesday of each month in Lipsett Amphitheater beginning at 2:30 pm.

TASC

The Technical Assistance
and Support Center
is a service of the
Center for Information
Technology (CIT)

(301)
594-6248

<http://WWW.CIT.NIH.GOV>

E-mail: TASC@nih.gov

FAX: (301) 402-7349

TDD: (301) 496-8294

Open
Monday through Friday
7:00 am to 6:00 pm

Requests may be submitted
via E-mail 24 hours a day.

Building 12A, Room 1011
12 South Dr., MSC 5606
Bethesda, MD 20892-5605

Computer Support Questions?

Call CIT
at **594-6248**
(GoCIT)

PROVIDING COMPUTER
SUPPORT TO THE
NIH COMMUNITY

HELP DESK

The Help Desk provides centralized, multi-platform, technical support to CIT's customers on computer related issues.

Operated by trained computer specialists, the Help Desk answers hundreds of questions a day from employees looking for information on training, software, e-mail, user accounts, and a full range of technical issues. Though specialists answer most questions on the first call, an inquiry is sometimes referred to other CIT experts or established support partners.

The Help Desk is open from 7:00 am to 6:00 pm, Monday through Friday. Send requests by e-mail or voice mail at any time and a specialist will respond as soon as possible during regular working hours. In addition, appointments are available for extended consultations, especially in the areas of database, network, and scientific applications.

The Help Desk provides support for:

- Administrative Data Base (ADB)
- Advanced Laboratory Workstation (ALW)
- Electronic Mail
- Enterprise System (MVS mainframe)
- Helix Scientific Computing Systems
- Internet and World Wide Web
- Local Area Networks (LANs)
- Remote access
- PCs and Macintoshes
- NIH Data Warehouse
- NIHnet
- Statistical Software
- Telecommunications

and more....

CUSTOMER ACCOUNTS

CIT establishes and maintains accounts and provides customers with billing information.

A CIT account is necessary to use the following services:

- Advanced Laboratory Workstation (ALW)
- Enterprise System (MVS mainframe)
- Helix Scientific Computing Systems
- Remote access
- E-mail Service

As a new user, you will receive an orientation package with information on central services, available manuals, and computer training.

Contact your Account Sponsor or call CIT for more information on establishing accounts.

PUBS & DOCS

CIT distributes general information, technical and vendor publications, and certain software to the NIH computing community. CIT maintains over 1,600 different publications, though many are available only to registered users.

CIT maintains subscriptions for many publications, including:

Computer Center Users Guide

INTERFACE: A series of technical notes

Documents may be ordered through the CIT WWW at <http://WWW.CIT.NIH.GOV/> or by contacting CIT.

COMPUTER TRAINING

CIT offers a wide variety of courses designed to help NIH employees use computers, networks, and information systems efficiently and effectively. Several self-study programs are available and a variety of seminars address the uses of computers in science.

CIT offers classes in:

- Computer security
- Data analysis
- Database
- Internet, WWW, and remote access
- Mainframe services
- Molecular graphics, modeling and imaging
- Networks and network services
- Personal computing
- Scientific computing & sequence analysis
- Statistical software

and more...

The training program is open, without charge, to NIH employees as well as users of CIT's computing facilities.

Additional computer courses are available for NIH employees through the Human Resource Development Division, OHRM, and the NIH Library.

*Visit CIT's continually
evolving web site*

WWW.CIT.NIH.GOV

**CIT COMPUTING NEWS AND SERVICES
IN REALTIME**